

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL

ARIZONA CORPORATION COMM



0000142164

UTILITY COMPLAINT FORM

Investigator: Scott Friedson

Phone:

DOCKETED

Fax:

Priority: Respond Within Five Days

FEB 07 2013

Opinion No. 2013 - 108344

DOCKETED

Date: 2/7/2013

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: **Brandon**

Oshust

Account Name: Brandon Oshust

Street:

City: Maricopa

State: AZ Zip: 85138

Home:

Work:

CBR:

is: Home

AZ CORP COMMISSION
DOCKET CONTROL

2013 FEB - 1 P 3:20

RECEIVED

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

2/7/13

From: Brandon Oshust

Sent: Wednesday, February 06, 2013 1:25 PM

To: Utilities Div - Mailbox; Pierce-Web; Burns-Web; Stump-Web; bittermith-web@azcc.gov; RBurns-Web

Cc: CityCouncil@maricopa-az.gov

Subject: Global Water-Request for Rate Increase-Complaint

Dear ACC,

I have been a resident of Maricopa and a customer of Global Water/Santa Cruz Water Utility Company since October, 2006. I'm amazed to read or even see an article that this company, Global Water, can ask for an increase on water rates. It is time that I speak my own words for the first time of a utility company in Maricopa that abuses and continually has the worst customer service towards their residents that they call (CUSTOMERS). I'm disappointed already that I pay \$90.00/dollars for the first three (3) thousand gallons for a single father with a 2-year old daughter. This past year I paid \$2,127.08 to Global Water and don't even see how I used that much annually. If the Arizona Corporation Commission (ACC) even considers accepting this additional rate I would personally ask "let's start breaking down the company details" for the rate increase. I'm requesting Arizona Corporation Commission (ACC) start going through Global Water/Santa Cruz Utility Company books. Audit the entire Global Water Company to buckle down financial status to the penny before ACC just accepts this increase. I'm tired of making the higher investor richer due to Global Water's unpredictable business practices, over-buying, over-paying employees, and not budgeting property. If Global Water can't financially keep their company profitable then it's time to have the City of Maricopa take a look into buying Global Water's assets. IF THE ACC APPROVES THIS RATE THEN I WOULD ASK THE ACC TO PAY THE DIFFERENCE ON THE RATE INCREASE TO GLOBAL WATER, NOT THE RESIDENTS OF MARICOPA. MARICOPA RESIDENTS ARE TIRED OF BEING TREATED BY MR. HILL'S DEEP POCKETS.

I have done business with Global Water over the years and personally have to ask Global Water & ACC.

• Has the ACC ever come down and looked how empty that Office space of Global Water Building is here in Maricopa? Has ACC ever requested Global Water to rent some space out to local business employers or private?

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

- Has the ACC ever walked or reviewed the site and seen how unorganized it is on professional standard? It's time for the City to come in and clean house.

"I DID NOT APPROVE THIS INCREASE AT ALL. ALMOST \$100 DOLLARS EVERY MONTH IS ABSURD"

I would like to ACC to request Global Water to provide the following information prior to there meeting on July 15th, 2013. Please see attached document

1. Income/Expense- Detail all employees related to Global Water in City of Maricopa- show Annual Salaries and bonuses

Any other employees related to City of Maricopa

2. Cost of Goods- Example Attached

- a. Show the Cost of Goods Total

3. Gross Profit-Example Attached

- a. Expense

Sincerely Maricopa Resident,

Brandon Oshust

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/7/13 Received Mr. Oshust email.

2/7/13 Email to customer.

February 7, 2013

RE: GLOBAL WATER RATE INCREASE

Dear Mr. Oshust:

Your letter regarding the Global Water rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,
Scott Friedson
Consumer Service Specialist
Utilities Division

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

2/7/13 Entered for the record and Docketed in file number: W-01212A-12-0309, SW-20455A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20466A-12-0314, W-01732A-12-0315. FILE CLOSED.

End of Comments

Date Completed: 2/7/2013

Opinion No. 2013 - 108344
